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**EXECUTIVE COMMITTEE MEETING**  
**Department of Workforce Services**  
**1385 South State Street, Salt Lake City, Utah**  
**Monthly Meeting Minutes**  
**February 8, 2007**  
**10:00 - 12:30 p.m.**

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Presiding      Paul Jackson, Chair:

Present:        Norman Fitzgerald, Commissioner Colleen Johnson, Karen Silver,  
Kerry Steadman, Gordon Swensen

Absent:         Tony Gomez

Excused:       Councilman Jim Bradley, Charles Daud, Greg Diven, Senator  
Brent Goodfellow, John Hill, Jon Pierpont

Staff:           Cassy Hahn, Steve Leyba, Laurel Morris, Mary Peterson

**1. Welcome – Paul Jackson**

Chairman Paul Jackson called the meeting to order at 10:00 am. He excused those who had prior commitments. He welcomed Steve Leyba who is representing Jon Pierpont and Laurel Morris who will assist in the report on Region Goals.

**2. Approval of Meeting Minutes from January 3, 2007 – Paul Jackson**

**Kerry Steadman motioned to approve the minutes as written on January 3, 1007. Chairman Paul Jackson seconded the motion. All voted “Aye”. The motion carried.**

**3. Chamber Initiative – Paul Jackson**

Paul Jackson reported on a meeting he attended with Heidi Ballif and Craig Peterson from the Salt Lake Chamber of Commerce regarding concerns with workforce availability. 14 from the business sector and 17 from the non-business sector attended. Some of the issues discussed were:

- Finding qualified applicants
- Lack of applicants available to work
- What can businesses do to keep their workforce trained

Chairman Jackson stressed that Central Region can help with these issues and specific goals for the Chamber of Commerce to increase the supply of good workers.

Heidi Ballif, Craig Peterson and Elizabeth (who took the notes) will compile a summary from this meeting. Once compiled, Mr. Jackson will share with Council and create a plan to coordinate together with the Chamber of Commerce and DWS to accomplish these goals.

Today’s discussion brought about the following suggestions:

- Have a specific time and day of the week for community meetings based on the need of the community. Different businesses coordinate to determine what the sessions include. For example, how to write a resume, planning for retirement, financial planning, how to get out of debt, etc.
- Offer classes open to the community teaching English as a second language. The Chamber could buy faculty time for them to teach. Other classes could also be offered.
- Concern for duplication of issues already being offered and also taking on too many areas to be effective.
- Lack of people to fill the positions is putting wage pressure on the employers.
- Tapping into resources that are not being utilized; for example, the disabled, those not ready for the workforce, etc.
- Offer training classes for marginally qualified individuals that are not attached to regulation requirements.
- Does the Chamber of Commerce want to create a presence or be a sponsor of other activities that are already in place or branch off into something new? For example, Craig Peterson was excellent in sponsoring with the Motor Fest. This was long range thinking for qualified workers as it is putting money into junior or high school students to make them aware of skilled trades available.
- DWS has the infrastructure for getting individuals hired. DWS also has a group of clients who are in the marginal category such as individuals on TANF, General Assistance, etc. Can we partner using the infrastructure DWS has with the visibility, connections and funding the Chamber has and have DWS coordinate. This offers a natural course from the training to DWS to help find the jobs.
- There are also additional groups that are not eligible for funding through DWS to attend classes due to restrictions. If we had the funding could we open classes to everyone interested?
- Do we want the Chamber or businesses to set up their own system aside from DWS to attract, train and find employees? Or rather, identify the need and partner together to improve an existing infrastructure.
- The academic community including SLCC Skill Centers, ATC, U of U, Weber State, Horizonte, Granite, Jordan, Salt Lake Adult Education, etc., offer a lot and that ties in partially to each of the groups. How can we link together what is taking place in this arena?
- We have an engaged partner, with the Chamber of Commerce, which allows DWS to work with them. As we are successful and the word gets out, more will want to be included in these efforts.
- The possibility was suggested to use community classes to let potential employers know where they can improve their skills. Is there a way for the Chamber to have someone host a room to hold a community class, then another time use a different community organization and so forth?
- It was noted that DWS has a funding problem for helping the groups discussed. Can the Chamber provide monies to help DWS do training for those who don't fit the criteria requirements?

Steve Leyba noted that the evolution of DWS other than those customers we currently work with in terms of public assistance and other supportive service programs, DWS universal support is shrinking in terms of monies that have decreased over the years and working on-line.

The consensus was that businesses do not understand all the Department of Workforce Service does and what they have to offer. DWS is the core for all job-seekers and the academic community ties in to DWS. Currently with limited funding and the nature of the service, the direction is to provide a great service but it is provided mostly through a self-help type situation. With the Chambers involvement we can work to bring everyone together in their efforts.

The courses DWS offers are offered to all universal customers but are very under advertised and the workshops are funded through the dislocated worker funds. Often requests were made from outside businesses to hold a workshop for their company and DWS had to turn them down due to funding limitations. If these workshops could be attended by all customers it would provide a great service for customers to become prepared for the workplace. It is unfortunate to have these services ready and available and not be able to use them when needed. DWS is [jobs.utah.gov](http://jobs.utah.gov) - Utah's job connection, helping customers make the connection to find employment, finding the right employees and training potential employees.

Once the Chamber of Commerce is invested in a partnership with DWS, they could become a spokes person to the appropriation committees to get the word out about what DWS offers and what is needed. This relationship can also help those state agencies that are under funded.

Paul Jackson summarized the discussion to include:

1. DWS to partner with the Chamber of Commerce and make their membership aware of what DWS already offers and make services more accessible to the community/job seekers to increase the supply of workers.
2. Determine how to simplify the process of Adult Education offerings. The Chamber of Commerce can increase the access of these classes to the community by providing bus passes, childcare, etc. providing the opportunity for more to attend.

Some of the basics that there is a lack of includes:

- How many individuals are able to attend for class size
- Skill level (basic English skills, basic math, basic computer skills)
- Personal hygiene, getting along in the workforce, how to work as a team, business etiquette
- These issues encompass the DACUM training which DWS has to share

A discussion needs to take place with the Chamber regarding the ownership of the employer to send and assume financial obligation for an existing employee to receive additional training/schooling. In addition, the employer should provide a mentoring program once the employee is hired.

It was suggested to have a class approach in the elementary, junior high and/or high schools on character building and life skills to be prepared after their basic education. Students do not receive conditioning as to what is out there.

Paul Jackson will take the information provided and meet with the Chamber of Commerce for further discussion.

#### **4. Region Goals – Steve Leyba, Laurel Morris and Cassy Hahn**

Paul Jackson referred to Tab 3 in packets to a copy of the Central Region goals 1-3. As an Executive Committee, Mr. Jackson asked to help identify specific ways the Council can support and drive the achievement of these goals.

Steve Leyba began by providing key highlights to Goal #1.

#### **Goal #1 – Promote economic stability and self-sufficiency for all our customers**

Objectives:

1. Improve overall program performance in case management and supportive services.
2. Develop and emphasize value added partnerships.

This document is on-line and the expectation is to review and make changes each month. Under Action Item B – Utilize case management model recommendations to achieve and sustain 50% FEP participation. 50% of the caseload needs to participate at 30 hours/week. Beginning October, 2007 TANF participation must now be verified. Every customer engaged in an activity that is accountable must be verified. This is a significant enhancement to the program but will be a challenge to meet.

One struggle is that defined pathways have been created and convincing customers that it is in their best interest to obtain their GED/high school diploma is a challenge. The school system has reduced the number of counselors over the last several years due to funding.

Mr. Leyba noted that DWS has a presence in the drug court where we send a counselor once a week to provide an overview of DWS services and the expectation for the judges.

The FEP childcare team, where all family employment program cases that also need childcare, have specialized the eligibility function to provide childcare for these individuals in a timelier manner. Timeliness has significantly improved with a goal of 92% which is being met. Working with childcare providers and collaborating information to ensure payment in a timely manner has been solved.

A presentation on the Homeless One Stop was given at Council and the Diversity Committee is engaged in this.

The Refugee Program initiative to specialize our refugee services to help with the transition with new arrivals into the state is in place. The Diversity Committee can also assist with this.

These key highlights provided were ones that the Region Council could be involved in.

Goal #2 – Contribute to the development of a workforce that is prepared for the jobs of today and the future.

Cassy Hahn and Laurel Morris provided highlights to Goal #2

Objectives:

1. Increase number of customers placed in worksite learning opportunities. Ms. Hahn referred to the At a Glance handout under Tab 3 and provided the numbers to the “# of Customers on Unpaid Internships” column for December, 2006 is 210 and for January, 2007 - 209. Note the reduction of caseload. Laurel Morris indicated that the goal should be restated to read: “Increase the number of percentage of FEP customers in unpaid internships.”
2. Effectively implement changes due to TANF Reauthorization.
3. Increase number of customers placed in Worksite Learning opportunities by 15% (Regional Base).

How do we resolve the issue of those who do not speak English?

Council can help by helping to find entry-level jobs such as housekeeping, sorting, etc. In addition, we could go back to the Chamber with a number of jobs needed to help those individuals who do not speak English. Transportation needs also factor in.

Another issue regarding Muslim refugees working in areas where there is food they can not handle. This is an example of a unique situation.

How can we communicate to the community what is needed to help the refugees, ex-offenders get work, such as a bus pass, classes, etc.

4. Meet 70% expenditure target for WIA training funds – Karla Aguirre reported under spent at 61%.

A copy of the Training and Supportive Obligations and Expenditures by Region was provided showing the numbers for the WIA training funds. Cassy Hahn noted that support from the Region Council is needed to pitch the need to have the Priority Point system reduced. During the time of economics where unemployment is low, reducing these points would allow more low-income individuals to get the training who are struggling to find jobs. When meeting with the State Council we could suggest having

an adjustable point system during certain economic trends. This issue would need action before the next State Council meeting on April 26, 2007.

### Goal #3 – Provide a dynamic employment exchange system

Cassy Hahn and Laurel Morris provided highlights to Goal #3

1. Increase community access points to jobs.utah.gov.
2. Implement Regional Council plans relative to employment exchange, i.e., supply/demand, distinctive populations, etc.
3. Develop and implement plan to increase employer use of online services.

On the At a Glance report it was noted that the utilization of on-line services was at 75.30% and the cumulative average from July 06 to June 07 is 68.77%. The statewide accumulative average is 56.95%. Central Region is doing well in this category. Special note was made to the increase Tooele has made with a percentage of 86.84%.

Council's role is to continue to promote the web for job seekers and to discuss the access points to online services.

Paul Jackson recapped the discussion of goals to include:

#### Goal #1

1b2 will be reviewed with the Youth Council

1fg and 1fh – Homeless and Refugee issue – follow-up with Tony Gomez

#### Goal #2

Need referrals from employers for very entry-level jobs for interns with no English or limited English. Laurel Morris will guide Council as far as worksites are concerned. Mr. Jackson noted that this should be a reminder at each Council meeting.

Priority Point discussion with request to have state counter parts lower the priority point system in order for more low-income customers to qualify for training services. April 26, 2007 is the next State Council and will try to take action before this time. Connie Laws is slated to attend Regional Council to discuss Incumbent Worker training which goes hand in hand with WIA training funds and how much is being moved into the Incumbent Worker training.

#### Goal #3

Increase community access points

Continue to promote the access of the web services

### **5. New World of Training & Development – Paul Jackson**

This topic was deferred due to lack of time.

## **6. Council Retreat Planning – Paul Jackson**

Paul Jackson reported that the decision to move the retreat to August 23, 2007 was made to give DWS management team time to have their retreat and identify DWS goals. In addition, the decision was made to have the Region Council and Youth Council retreats combined.

Two volunteers are needed to begin planning of the retreat to determine:

- Location
- Speaker – Laurel Morris offered Business Services help to find a keynote speaker
- Food

It was suggested to have success stories to share as this was very successful at the last retreat. Gordon Swensen was recommended and agreed to lead the planning committee with additional members from the Region Council and support from DWS staff. Council members suggested to participate include:

- Colleen Fraser
- Each committee assign an individual from their work group
- Youth Council member

A suggestion was made to have someone through the department of community culture with a diverse background, Hispanic chamber, Black chamber, etc. This aligns with the goals and involvement Council has tied to diversity. In addition to success stories, Mr. Jackson suggested having employers come and speak on some of the challenges they are facing and what is working and what is not.

## **7. Membership Recruitment – Paul Jackson**

Paul Jackson referred to the handout on Council Membership Vacancies and noted the areas needing to be filled. Current needs include:

- 4 - Small Business sector
- 3 - Large business sector
- 1 – Public Employee Organization.

Those whose memberships are expiring are being reviewed and Mr. Jackson will have more information on these in the next few weeks.

Commissioner Colleen Johnson will make inquiries into businesses in Tooele who may be interested. Also, if there are any other recommendations, contact Paul Jackson or Cassy Hahn.

Paul Jackson asked that as you interact with employees to express the importance of attendance. The statute requires a quorum for voting. Mr. Jackson will prepare an email reminder explaining the need for attendance.

There is a need for business support on Youth Council as indicated on the handout provided. Gordon Swensen suggested Raging Waters, Boondocks, Salt Lake County summer youth employees as potential involvement due to the number of youth employed. Contact Paul Jackson with additional names to be considered for these openings.

Laurel Morris asked for information regarding what Youth Council does and they operate as a sub-committee. Once she has this information she will work with Amber Adams to approach businesses/individuals on this matter.

### **8. Old Business**

Norm Fitzgerald asked if there were any needs regarding facilities, new locations, and leases on offices and would like to be kept advised on the needs. Steve Leyba will involve Rebecca Anderson with Norm Fitzgerald.

Karen Silver reported that DWS bills and funding are going nicely. Instead of the \$5M for General Assistance and \$1M supplemental for General Assistance the committee voted for \$3M ongoing for General Assistance and \$2M for one time money. The Executive Appropriation Committee is scheduled to vote next Wednesday on the final budget and Ms. Silver suggested if anyone wants to be involved it would be welcomed.

Paul Jackson thanked everyone for attending and adjourned the meeting at 12:35 pm.

Next meeting: March 8, 2007 12-1 p.m.